



DELAWARE JUDICIARY ADMINISTRATIVE OFFICE OF THE COURTS

Non-Merit Position
(This position is exempt from the State of Delaware Merit Rules)

Posting # AOC0505N19

Administrative Specialist II

Opening Date: May 21st, 2019

Closing Date: June 4th, 2019

Salary: \$27,870 - \$34,838 (minimum – midpoint)* - Pay Grade 8

Recruiting For: Office of the Child Advocate

Location: New Castle County – Wilmington, Delaware
(Please check this location on your application)

*Salary applicable for this position is based upon the qualifications of the individual applicant.

Summary Statement: The Office of the Child Advocate (OCA) is a non-judicial state agency charged with safeguarding the welfare of Delaware's children. It has 22 full-time employees, five casual/seasonal employees and nine contractors. OCA operates out of all three counties, representing approximately 700 children in DSCYF custody through its attorneys and CASA program. It also monitors over 1,500 serious child abuse cases, and provides intensive reviews of children who have died or almost died from abuse or neglect. It provides staffing to the Child Protection Accountability Commission, and it numerous committees and workgroups. Finally, it manages, generates and analyzes data for the entire child welfare system.

The position of Administrative Specialist II provides technical and administrative support to the agency's business, programs, projects and operations. Inputting and maintaining data in OCA's data management system is the primary duty of this position, and data input is the sole responsibility of this position within the Office. Maintaining the integrity and quality of the data with minimal data input errors is critical. With OCA representing approximately 700 children in DSCYF custody, it is the Administrative Specialist II's duty to ensure that data is being promptly entered in the database management system. With the high volume of court orders that OCA receives, it is important that the data is being inputted accurately as reports are processed on behalf of the Office Manager and shared regularly with internal and external partners in the child welfare community. The Administrative Specialist II also tracks and records the entry of CASA Volunteers, such as inputting volunteers into the database management system, appropriately

opening and closing volunteers, updating contact information and inputting volunteer training and contribution hours. This position also answers phones and directs callers, greets office guests and escorts them to staff, and assists with preparation of training schedules and materials. The Administrative Specialist II is also responsible for word processing documents and sending email quality assurance notifications on behalf of the Office to all volunteers on a weekly and monthly basis. This position will also assist the Office Manager in general office management duties as needed.

Preferred Qualification: Please address the preferred qualifications separately on the Minimum Qualifications page of the application. Applicants who do not possess the preferred qualifications will still be eligible for consideration for this position if minimum qualifications are met.

1. Associates or Bachelors Degree, preferably in business or management.
2. Experience reviewing and analyzing data, and building reports.
3. Experience with Excel programming, including pivot tables.

Minimum Qualifications: Please address each item separately on the Minimum Qualifications page of the application. Failure to do so will result in disqualification. Applicants must meet each of the following qualifications. Failure in any one area will result in a rating of “not qualified.” Resumes may not be substituted for the application.

1. Experience in learning and working within data management systems, including data input, quality assurance, error identification and problem resolution.
2. Experience in coordinating office activities such as planning/coordinating meetings or conferences; tracking workflow and follow up; composing meeting notes; directing clients/customers; explaining services to the public and customers/clients; establishing or maintaining filing/record systems.
3. Experience in document processing which includes reviewing and evaluating records for completeness and conformity with laws, rules, regulations, standards, policies and procedures; resolving deficiencies; interpreting information; and tracking and monitoring activities.
4. Experience in using standard computer software programs for word processing, spreadsheets, or databases.
5. Experience in child welfare or social services case management; experience with Delaware’s child welfare system preferred.
6. Ability to communicate courteously and effectively, both verbally and in writing.

Special Requirement: Ability to successfully complete a security clearance as issued by the State of Delaware Bureau of Identification and a Child Protection Registry check.

Conditions of Employment:

- A satisfactory criminal background check is required as a condition of employment.
- A satisfactory Child Protection Registry check is required as a condition of employment.
- Direct deposit of paychecks is required as a condition of employment.

Submitting Your Application: Visit the website at <http://courts.delaware.gov/career/> and click on “apply” next to the job posting. Then print, or complete and print, the Judicial Branch Non-Merit Employment Application in either Microsoft® Word or PDF format. Applications should be submitted by any one of the formats listed below prior to the closing date stated on this announcement.

1. Send your application as an e-mail attachment with the words “Application Form” in the subject line to: apps.aoc@state.de.us (**preferred method**)
2. Fax your application to: (302) 255-2482, Attention: Human Resources
3. Mail your application to:
 Administrative Office of the Courts
 The Renaissance Centre
 405 N. King Street, Suite 507
 Wilmington, DE 19801-3700

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by the application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

**The Delaware Judiciary
 An Equal Opportunity and Affirmative Action Employer**